



North Carolina
Department of Health and Human Services
Division of Services for the Deaf and Hard of Hearing
319 Chapanoke Road, Suite 108 • Raleigh, NC 27603
Tel: 919-773-2963 (Voice/TTY)
Michael F. Easley, Governor • Carmen Hooker Buell, Secretary • George D. McCoy, Interim Director

CC Docket NO. 98-67
Report

June 28, 2001

RECEIVED

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JUL 25 2001

Ms. Magalie Roman Salas
FCC
Consumer Information Bureau
Disability Rights Office
445 12th ST. S.W.
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Docket #98-67

Dear Ms. Salas:

Enclosed you will find four copies of North Carolina's annual complaint log and summary as well as a diskette. Sprint maintained a log of all consumer complaints and their resolutions from June 2000 to May 2001.

If the FCC requires more information, we will be happy to provide information. Should you have questions regarding the summary log, please contact me at linda.nelson@ncmail.net or at 919-773-2974 TTY.

Thank you in advance.

Sincerely,

Linda K. Nelson
TRS Administrator
Relay North Carolina

Cc: George McCoy

JUL 27 2001 14:47

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List A B C D E

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 North Carolina Relay

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 1,463,401 outbound calls on behalf of North Carolina Relay, receiving a total of one hundred eight (.007%) customer complaints. All one hundred eight complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these one hundred eight complaints were escalated for action to the State of North Carolina or to the Federal Communications Commission.



Relay North Carolina

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time													0	0%
#01	Dial Out Time							1			1			2	3%
#02	Didn't Follow Database Inst.					2								2	3%
#03	Didn't Follow Cust. Instruct.				3	1	1	3	1		3	1		13	20%
#04	Didn't Keep Customer Informed	1		1	2	3		2				1		10	16%
#05	Agent Disconnected Caller			2					1			1		4	6%
#06	Poor Spelling				1									1	1%
#07	Typing Speed/Accuracy					2					1			3	4%
#08	Poor Voice Tone				1		1							2	3%
#09	Everything Relayed				1						1			2	3%
#10	HCO Procedures Not Followed	1												1	1%
#11	VCO Procedures Not Followed	1			1	1		1						4	6%
#12	Two-Line VCO Procedure Not F	1	2										1	4	6%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described						1							1	1%
#15	Recording Feature Not Used											1		1	1%
#16	Noise in Center													0	0%
#17	Agent Was Rude			1	1	1	2	1	1	1		2		10	16%
#18	Problem Answer Machine										2			2	3%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint			2	2	2		1	2		1	1	1	12	19%
	TOTAL	4	2	6	12	12	5	9	5	1	9	7	2	74	
TECHNICAL COMPLAINTS															
#22	Lost Branding							2						2	3%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up	1					1	1	1		1			5	7%
#25	Line Disconnected													0	0%
#26	Garbled Message						1	2		1	1			5	7%
#27	Database Not Available						1							1	1%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint			1		1	1	1		2	5	2	1	14	19%
	TOTAL	1	0	1	0	1	4	6	1	3	7	2	1	27	



Relay North Carolina

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Pct
MISC COMPLAINTS															
#30	Rates													0	0%
#31	OSD													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice			1										1	1%
#34	Network Recording												1	1	1%
#35	Other			1	2		2							5	7%
TOTAL		0	0	2	2	0	2	0	0	0	0	0	1	7	
TOTAL CONTACT		5	2	9	14	13	11	15	6	4	16	9	4	108	